

Name: _____

I. EMD

The trainee shall develop an understanding of the dispatch responsibilities and functions when processing medical assist calls.

1. The trainee shall be familiar with the following EMD Protocols:

	Discussed / Demonstrated	Accomplished C.T.O. Initials	Accomplished C.T.O. Initials	Acknowledged Trainee's Initials
Case Entry Protocol				
1 – Abdominal Pain/Problems				
2- Allergies (Reactions)/Envenomation (Stings, Bites)				
3 – Animal Bites/Attacks				
4- Assault/Sexual Assault				
5 – Back Pain (Non-Traumatic or Non-Recent Trauma)				
6 – Breathing Problems				
7 – Burns (Scalds)/Explosion (Blast)				
8- Carbon Monoxide / Inhalation/Hazmat /CBRN				
9 – Cardiac or Respiratory Arrest/Death				
10 – Chest Pain (Non-Traumatic)				
11 – Choking				
12 – Convulsions/Seizures				
13 – Diabetic Problems				
14 – Drowning (Near) / Diving / Scuba Accident				
15 – Electrocution / Lightning				
16 – Eye Problems / Injuries				
17 – Falls				
18 – Headache				
19 – Heart Problems / A.I.C.D				
20 – Heat / Cold Exposure				
21 – Hemorrhage / Lacerations				
22 – Inaccessible Incident / Other Entrapments (Non-Vehicle)				
23 – Overdose / Poisoning (Ingestion)				
24 – Pregnancy / Childbirth / Miscarriage				
25 – Psychiatric / Abnormal Behavior / Suicide Attempt				
26 – Sick Person (Specific Diagnosis)				
27 – Stab / Gunshot / Penetrating Trauma				
28 – Stroke (CVA) / Transient Ischemic Attack (TIA)				
29 – Traffic / Transportation Incidents				
30 – Traumatic Injuries				
31 – Unconscious / Fainting (Near)				
32 – Unknown Problem (Man Down)				
33- Transfer / Inter-facility / Palliative Care				
X – Case Exit Card				

EMD Training
COMMUNICATIONS TRAINING TASKS/GUIDES

Name: _____

I. EMD

1. Protocols: continued:

	Discussed / Demonstrated	Accomplished C.T.O. Initials	Accomplished C.T.O. Initials	Acknowledged Trainee's Initials
Airway/Arrest/Choking (Unconscious):				
A – Infant				
B – Child				
C – Adult				
Choking (Conscious) Adult/Child/Infant				
Childbirth				
Tracheostomy (Stoma) Airway/Arrest/Choking				
AED Support				
Diagnostic:				
Aspirin Diagnostic				
Stroke Diagnostic				
Sinking Vehicle (Case Entry Selection, Card Set)				
Stuck Accelerator (Icon at Top, Card Set)				
Contractions Timer				
Breathing Diagnostic				
Suspect Information				

2. The trainee will understand and demonstrate the ability to operate ProQA. Medical Calls will be processed using the ProQA system when available.

	Discussed / Demonstrated	Accomplished C.T.O. Initials	Accomplished C.T.O. Initials	Acknowledged Trainee's Initials
Case Entry				
Key Questions				
PDI/CEI				
DLS				
Summary				
Top Icons				
Additional Information Tabs				
Overriding Determinant Level				
Send Icon				

3. The trainee will be familiar with the following areas and procedures involving ProQA.

	Discussed / Demonstrated	Accomplished C.T.O. Initials	Accomplished C.T.O. Initials	Acknowledged Trainee's Initials
Callers Statement				
Fast Track				
M - Multiple Victims				
Going into ProQA of another dispatcher				
Patient information vs Location Information				
Reconfiguring				
Manual Shunt				



EMD Training

COMMUNICATIONS TRAINING TASKS/GUIDES

Name: _____

Additional Information Tabs				
Entering DOB by year				
Going to Specific PAI (Target, Options)				
Overriding the Code				
Expected Death (Not signed off on, cannot select)				
“Blue is for You”				
Additional call types:				
x-send fire 01 Abdominal Pain				
x-send fire 03 Animal Bites/Attacks				
x-send fire 05 Back Pain				
x-send fire 16 Eye Problems				
x-send fire 18 Headache				
x-send fire 20 Heat-Cold Exposure				
x-send fire 26 Sick Person				
x-send fire 33 Transfer				

4. The trainee will review the following in depth. These tend to be areas with the most question and confusion.

	Discussed / Demonstrated	Accomplished C.T.O. Initials	Accomplished C.T.O. Initials	Acknowledged Trainee's Initials
Suicidal Vs. Hemorrhage/Overdose/Stab/Gunshot				
Obvious Death Questionable (i.e. cold but not stiff)				
Heart Attack – Protocol 10				
Breathing Detector, Protocol 9 (only if call-taker suspects breathing not normal)				
Protocol 26 – Withdrawals				
Alcohol Overdose (Not Overdose)				
Breathing Uncertain				
Not Conscious/Not Breathing				
Protocol 33				
Protocol # vs. Call Type (i.e. Assault, Carbon Monoxide, Accident)				

5. EMD related Training

	Discussed / Demonstrated	Accomplished C.T.O. Initials	Accomplished C.T.O. Initials	Acknowledged Trainee's Initials
EMD Journals				
EMD CD Training				
EMD In-Services				